

Privacy Policy

This privacy policy sets out how Meltex Performance Fabrics Co. Ltd (MPF), Meltex Textiles Limited (MT), and Texchannel IM EX CO LTD - collectively known as Meltex for the purpose of this document - uses and protects any information that you give Meltex when you use this website. Meltex is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Meltex may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 02 March 2024.

Contacting us about your data we hold or our privacy policy

If you want to contact us to discuss how we use or manage your data please email us on info@meltex.co.uk or write to us at

Meltex Performance Fabrics Co. Ltd

Registered office address:

96 Moo 5 T PRUE
Ban Nong Kok
Prasat
SURIN 32140
Thailand

Meltex Textiles Limited

Registered office address:

5 Oak Tree Close
Tadley
Hampshire
United Kingdom
RG26 4BE
Registered in England: 15229832

Texchannel IM EX CO LTD

Registered office address:

Room 605
The Fortune Center
No 100 Lujiang road
XIAMEN 361001
CHINA

What we collect:

We may collect the following information:

- name and job title
- contact information including email address
- demographic information
- other information relevant to customer surveys and/or offers

Meltex Consent Form

We will only keep records of your data for legitimate processing of enquiries and for the purposes of business transactions between yourself and Meltex.

Our online form(s) include a checkbox for you to authorise us to hold data about you in a secure system for the purposes of marketing and promotional correspondence. This means we know who you are with contact details, what your requirements are, and we may use it to send out promotional materials in the future.

What we do with the information we gather?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- internal record keeping.
- to improve our products and services.
- We may periodically send promotional emails about information we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Who is collecting it?

The data is being collected by Meltex and employees of it and stored only on secure and licenced company software or platforms.

How is it collected?

Data is collected from a range of sources, not limited to our online forms and email.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. We currently do not employ the use of cookies though we may in future.

Should we start to use cookies, you will be given the option to agree to their use. If you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We collect traffic logs to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from our system.

Overall, cookies help to provide you with a better website, by enabling the web provider to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, Meltex cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@meltex.co.uk
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We will only use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.
- You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to - Meltex Textiles Ltd, info@meltex.co.uk

Your rights

We take your rights very seriously and will adhere to the following:

- Your right to be informed of use of data
- Your right of access to your data
- Your right of rectification of data
- Your right to erasure of data and be forgotten
- Your right to restrict our processing of your data
- Your right for your data to be portable
- Your right to object at the use of your data
- Your rights relating to automated decision making and profiling